



INTRODUCTION TO EFFECTIVE COMMUNICATION

Date: _____

Time: _____

Agenda

9.00 am	Welcome, Housekeeping, Traditional Welcome and Introductions Ice Breaker: Have you ever lost your voice or been in a foreign country? What did you do to communicate?
9.05 am	What do you expect to get out of today's workshop?
9.10 am	Workshop Objectives What we will cover and what we will not cover
9.12 am	What is Communication? What is the difference between verbal and non verbal communication? Personal Presentation
9.20 am	Understanding communication processes 2 way communication The communication Equation - some practice
9.40 am	Effective communication skills Practice
9.55 am	Barriers to communication
10.05 am	Overcoming Barriers
	BREAK
10.30 am	Listening Skills; Active Listening; Responding Questioning Techniques Practice
10.45 am	Individual differences Cultural diversity
11.10 am	Constraints on Communication Confidentiality issues; Gossip Group Processes & Practice
11.40 am	Further support & Resources
11.45 am	Workshop Evaluation & Summary
12 noon	Close